

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 95

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	2
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	9
8. Running Times	10
9. Layovers	10
10. Timing Constraints	10
11. Control Strategy	11
12. Operational Considerations	11
13. Stopping Arrangements	12
14. Timing Points and Mileages	12
15. Vehicle Livery	12
16. Stands and Blinds	13

Appendices

A. Route Record	14
-----------------	----

This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

1. TENDERS REQUIRED

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

2. PROPOSED CHANGES

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 95.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 95.

3. TERMINALS

Route No. 95 will operate between Southall Town Hall and Shepherd's Bush Green.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. 95 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 95 is currently approved for vehicles which are a maximum of 10.2 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 55 of which approximately 28 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.

Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

6.1 Mondays to Fridays

1. Southall Town Hall to Shepherd's Bush Green

0450 - 0525	Every 30 minutes
0526 - 0605	Every 20 minutes
0606 - 0635	Every 15 minutes
0636 - 1835	Every 12 minutes
1836 - 1935	Every 15 minutes
1936 - 0010	Every 20 minutes

First departure from Southall Town Hall no later than 0455.
Last departure from Southall Town Hall no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at East Acton, Savoy Circus between 0730 and 0830 and between 1530 and 1630.

2. Shepherd's Bush Green to Southall Town Hall

0500 - 0535	Every 30 minutes
0536 - 0555	Every 20 minutes
0556 - 0640	Every 15 minutes
0641 - 1905	Every 12 minutes
1906 - 2020	Every 15 minutes
2021 - 0005	Every 20 minutes

First departure from Shepherd's Bush Green no later than 0505.
Last departure from Shepherd's Bush Green no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Greenford, Red Lion between 0745 and 0845 and between 1530 and 1630.

6.2 Saturdays & Good Friday

1. Southall Town Hall to Shepherd's Bush Green

0450 - 0525	Every 30 minutes
0526 - 0805	Every 20 minutes
0806 - 0920	Every 15 minutes
0921 - 1805	Every 12 minutes
1806 - 1910	Every 15 minutes
1911 - 0010	Every 20 minutes

First departure from Southall Town Hall no later than 0455.
Last departure from Southall Town Hall no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at East Acton, Savoy Circus between 1010 and 1140.

2. Shepherd's Bush Green to Southall Town Hall

0500 - 0535	Every 30 minutes
0536 - 0755	Every 20 minutes
0756 - 0920	Every 15 minutes
0921 - 1800	Every 12 minutes
1801 - 2000	Every 15 minutes
2001 - 0005	Every 20 minutes

First departure from Shepherd's Bush Green no later than 0505.
Last departure from Shepherd's Bush Green no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Greenford, Red Lion between 1000 and 1130.

6.3 Sundays

1. Southall Town Hall to Shepherd's Bush Green

0620 - 0920	Every 30 minutes
0921 - 0010	Every 20 minutes

First departure from Southall Town Hall no later than 0625.
Last departure from Southall Town Hall no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at East Acton, Savoy Circus between 1000 and 1200.

2. Shepherd's Bush Green to Southall Town Hall

0635 - 0910	Every 30 minutes
0911 - 0005	Every 20 minutes

First departure from Shepherd's Bush Green no later than 0640.
Last departure from Shepherd's Bush Green no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Greenford, Red Lion between 1000 and 1200.

6.4 Boxing Day

1. Southall Town Hall to Shepherd's Bush Green

0815 - 0920 Every 30 minutes
0921 - 0010 Every 20 minutes

First departure from Southall Town Hall no later than 0820.
Last departure from Southall Town Hall no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at East Acton, Savoy Circus between 1000 and 1200.

2. Shepherd's Bush Green to Southall Town Hall

0805 - 0910 Every 30 minutes
0911 - 0005 Every 20 minutes

First departure from Shepherd's Bush Green no later than 0810.
Last departure from Shepherd's Bush Green no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Greenford, Red Lion between 1000 and 1200.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 95 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 95 shall be:

Average Excess Wait Time:	No more than 1.20 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.05 minutes

Summary of proposed QSI coverage: Route No. 95

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Shepherd's Bush

Southall
Greenford Broadway \$

Towards Southall

Shepherd's Bush
Greenford Broadway \$

Total scheduled manual QSI surveys per quarter = 64.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. 95 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays PM peak, evenings and Saturday shopping period.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 95 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

10. TIMING CONSTRAINTS

Route No. 95 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 95 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. 95:

- Route No. 95 can suffer from unpredictable traffic delays in Southall, Western Avenue and Shepherd's Bush. Home football matches at Queens Park Rangers F.C. can also cause severe traffic congestion in the Shepherd's Bush area.
- Special events in Southall (religious festivals etc) can cause severe delays to all bus services within the area and may entail road closures by the Metropolitan Police. When these occur, some services, such as Route No. 95, may be diverted from their normal line of route. The successful Tenderer will be advised of the relevant local contacts for London Buses' Network Operations and the Metropolitan Police.

Tenderers should also note the following factors/events which may have an impact on Route No. 95 in the foreseeable future:

- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

13. STOPPING ARRANGEMENTS

Buses operating on Route No. 95 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. 95

Southall Town Hall to Shepherds Bush Green	10.6 miles
Shepherds Bush Green to Southall Town Hall	10.5 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. 95 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

95 via Western Avenue

For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 95: Southall, Town Hall - Shepherds Bush Green

Date of Structural Change: 30 April 2011.

Date of Service Change: 30 April 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Shepherds Bush Green: South Road, Lady Margaret Road, Carlyle Avenue, Burns Avenue, Dormer's Wells Lane, Allenby Road, Cornwall Avenue, Somerset Road, Allenby Road, Ruislip Road, The Broadway, Greenford Road, Greenford Roundabout, Western Avenue (Slip Road), Argyle Road, Teignmouth Gardens, Western Avenue, Hanger Lane Gyratory, Western Avenue, Westway, Wood Lane, Uxbridge Road.

Towards Southall, Town Hall: Shepherd's Bush Green (South Side), Shepherd's Bush Green (West Side), Wood Lane, Westway, Western Avenue, Hanger Green, Western Avenue, Hanger Lane Gyratory, Western Avenue, Greenford Roundabout, Greenford Road, The Broadway, Ruislip Road, Allenby Road, Somerset Road, Cornwall Avenue, Allenby Road, Dormer's Wells Lane, Burns Avenue, Carlyle Avenue, Lady Margaret Road, South Road, Hamilton Road.

STANDING AND TURNING POINTS

SOUTHALL, TOWN HALL, AVENUE ROAD

Public stand in three parts:

1 - On south side of Cambridge Road commencing 69 metres west of Avenue Road and extending 15 metres east.

2 - On south side of Cambridge Road commencing 48 metres west of Avenue Road and extending 28 metres east.

3 - In bay on east side of Avenue Road, commencing 10 metres south of Boyd Avenue and extending 18 metres south.

Buses proceed from Hamilton Road via Avenue Road to stand, departing via Avenue Road and Cambridge Road to South Road. Set down in Hamilton Road, at Alighting Point and pick up in South Road, at Stop N.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 95 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Southall, Town Hall.
OTHER INFORMATION:	Buses should use the stand in Avenue Road unless full. An overflow stand is available in Cambridge Road.

GREENFORD, RED LION (from SHEPHERDS BUSH GREEN)

Public stand for 5 buses in two sections (11 metres and 49 metres) on east side of Windmill Lane commencing 4 metres south of lamp standard No. D.C 678 and extending overall 66 metres south. Overflow stand for 3 buses in three sections (13 metres, 14 metres and 9 metres) on south side of Otter Road. First two sections commencing 1 metre west of No Entry signpost S4 and extending overall 34.5 metres east; third section commencing level with No Entry signpost S3 and extending 9 metres east.

Buses proceed from Greenford Road via Otter Road and Windmill Lane to stand, departing via Windmill Lane and The Broadway to Greenford Road. Set down in Greenford Road, at Stop D and pick up in Greenford Road, at Stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Greenford Broadway.

PERIVALE, CENTRAL PARADE (from SHEPHERDS BUSH GREEN)

Buses proceed from Western Avenue via Argyle Road departing to Teignmouth Gardens. Set down in Western Avenue, at Stop PM and pick up in Teignmouth Gardens, at Stop E.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Perivale, Central Parade.

PARK ROYAL STATION (from SHEPHERDS BUSH GREEN)

Public stand for two buses on north side of Hanger Green (east arm), at Stop A outside Park Royal Station.

Buses proceed from Hanger Green direct to stand, departing via Hanger Green and Western Avenue to Hanger Lane Gyratory. Set down in Hanger Green, at Stop M and pick up in Hanger Lane Gyratory, at Stop B.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Park Royal Station.

HANGER LANE STATION (from Southall, Town Hall)

Buses proceed from Hanger Lane Gyratory via Western Avenue and Hanger Lane Gyratory departing to Western Avenue. Set down in Hanger Lane Gyratory, at Stop B and pick up in Western Avenue, at Stop Q.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Hanger Lane Station.

NORTH ACTON, VICTORIA ROAD (from Southall, Town Hall)

Public stand on north side of Victoria Road, commencing 9 metres east of the entrance to the BBC Rehearsal Studio and extending 10 metres west.

Buses proceed from Western Avenue via Victoria Road to stand, departing via Victoria Road and Wales Farm Road to Western Avenue. Set down in Western Avenue, at Stop R and pick up in Western Avenue, at Stop P.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: North Acton, Gipsy Corner.

EAST ACTON, DU CANE ROAD (from Southall, Town Hall)

Public stand for one bus on east side of Old Oak Common Lane at rear of marked bus stop cage, commencing at lamp standard No.15 and extending 10 metres north.

Buses proceed from Western Avenue via Old Oak Common Lane, Du Cane Road, Fitzneal Street, Foliot Street and Old Oak Common Lane to stand, departing via Old Oak Common Lane, Old Oak Road, East Acton Lane and Old Oak Common Lane to Western Avenue. Set down in Western Avenue, at Stop N and pick up in Western Avenue, at Stop L.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: East Acton, Savoy Circus.

SHEPHERDS BUSH GREEN, NORTH SIDE

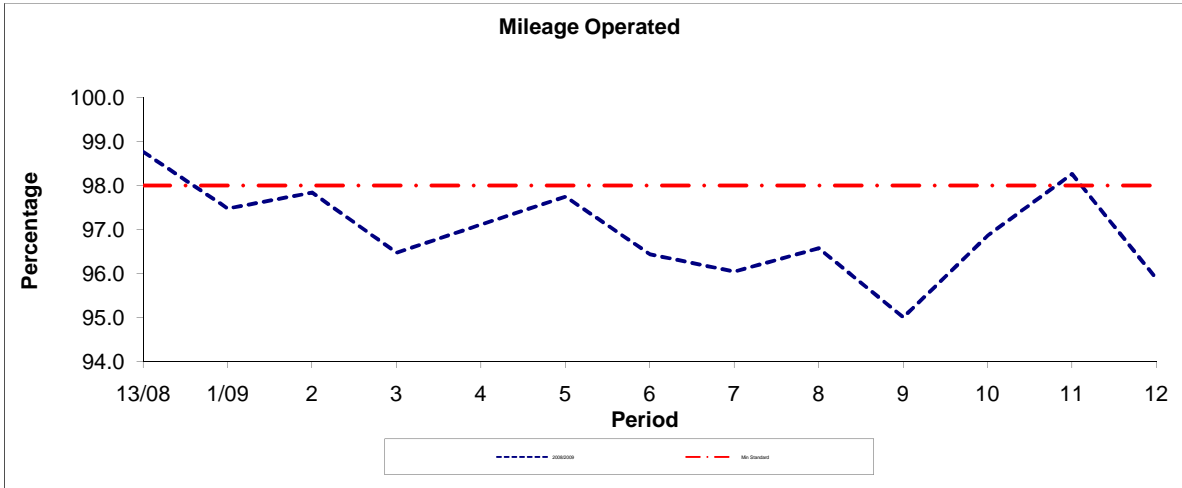
Public stand for two buses on north side of Uxbridge Road, commencing at p/w of MacDonalds and Superdrug, and extending 22 metres west.

Buses proceed from Uxbridge Road direct to stand, departing to Shepherd's Bush Green (South Side). Set down in Uxbridge Road, Stop V and pick up in Shepherd's Bush Green (south Side), Stop F.

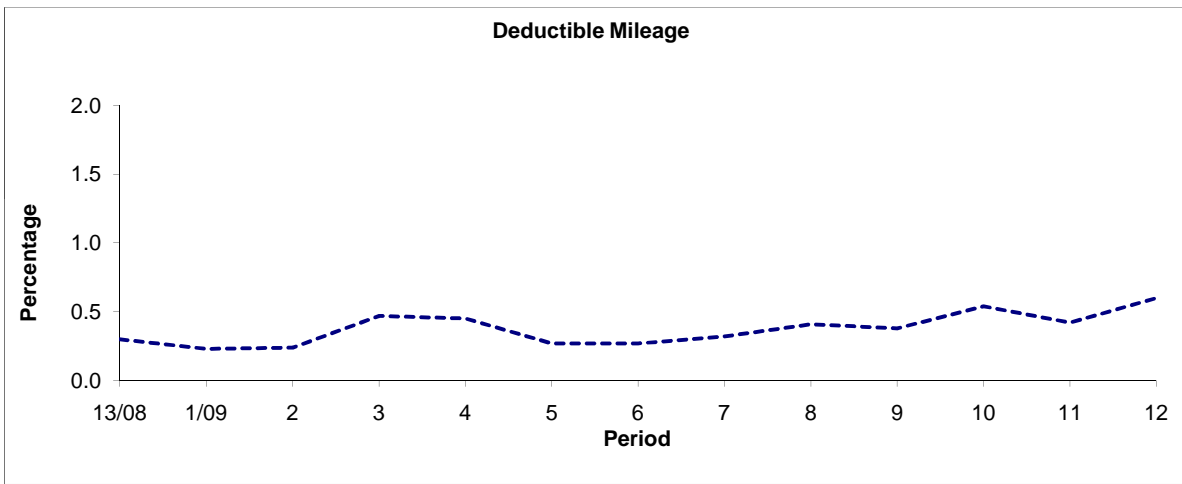
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 95 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Shepherd's Bush.

PART B - PERFORMANCE STATISTICS

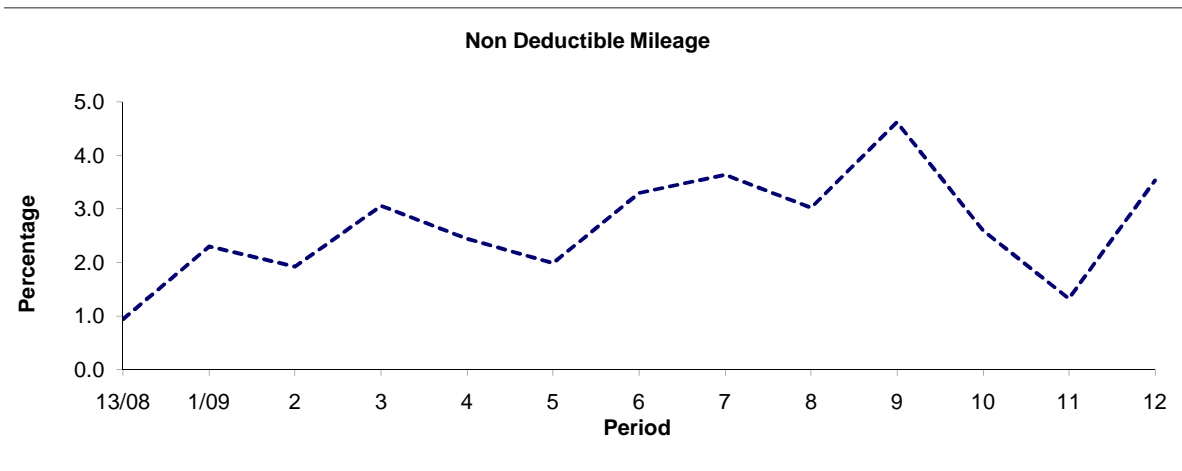
Route 95



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	98.76	97.47	97.84	96.47	97.11	97.74	96.43	96.04	96.57	95.00	96.86	98.26	95.87
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.30	0.23	0.24	0.47	0.45	0.27	0.27	0.32	0.41	0.38	0.54	0.42	0.60

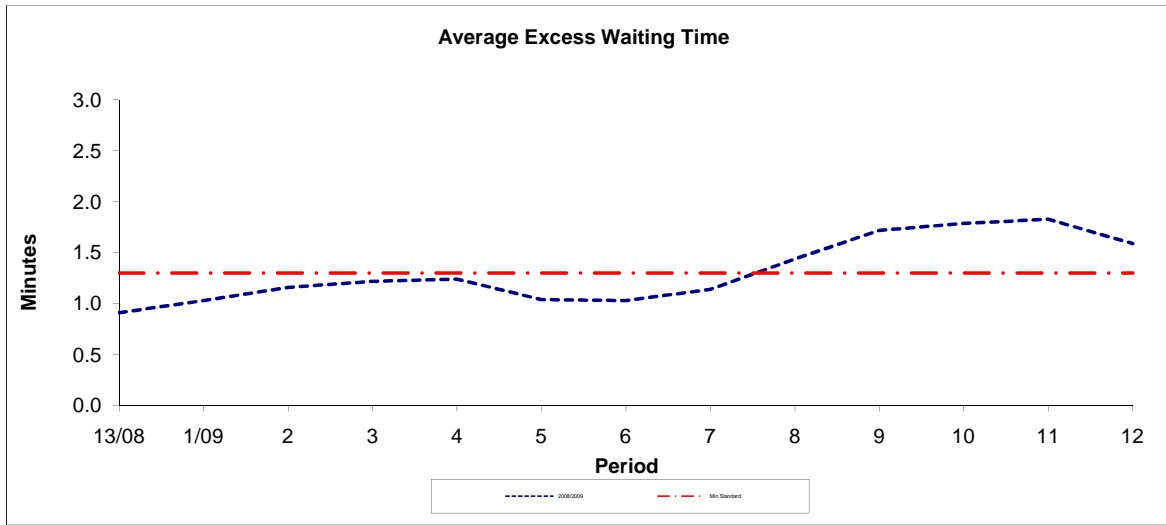


Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.94	2.30	1.92	3.06	2.44	1.99	3.30	3.64	3.02	4.62	2.60	1.32	3.53

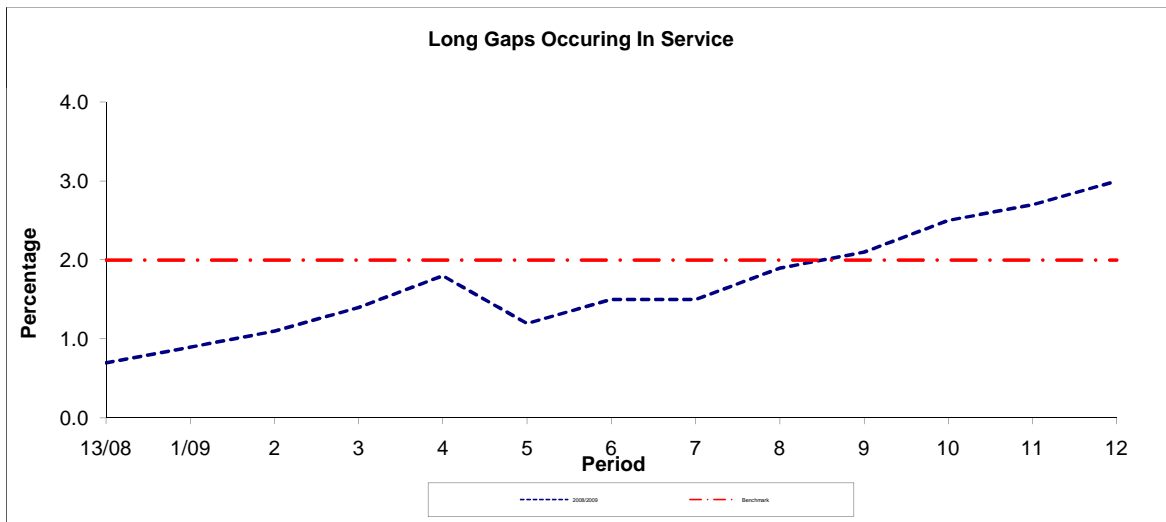
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 95



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.91	1.03	1.16	1.22	1.24	1.04	1.03	1.14	1.44	1.72	1.79	1.83	1.59
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	0.70	0.90	1.10	1.40	1.80	1.20	1.50	1.50	1.90	2.10	2.50	2.70	3.00
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data